

# **PUBLIC SERVICE COMMISSION OF WISCONSIN**

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## **Memorandum**

August 30, 2002

TO: Chairperson Ave M. Bie  
Commissioner Joseph P. Mettner  
Commissioner Robert Garvin  
Scott R. Smith, Executive Assistant  
Edward Marion, Chief Counsel  
Division Administrators

FROM: Jeffrey L. Butson, Consumer Affairs Program Manager  
Division of Water, Compliance and Consumer Affairs

RE: 1. 2002 First Half Consumer Contact Report  
2. First Half Report on Contacts Regarding Major Utilities

### **Introduction**

This report has two sections – 2002 first half consumer contact statistics and analysis and contact information for major individual utilities.

We are now in the fifth year of using the new Consumer Contact Reporting System. Therefore, we can now compare statistics to the previous years and do meaningful trend analysis. During the first half of 2002, the Public Service Commission recovered \$670,868.10 for Wisconsin consumers through the complaint mediation process.

Please let me know if you have any questions, suggestions for improving the report, or additional information you would like to see included.

### **Definitions**

The following definitions will assist readers in interpreting the statistics in this report.

Consumer contacts are recorded as complaints, inquiries or opinions. The definitions of the contact types are:

- **Complaint:** A contact from a consumer expressing dissatisfaction with an action, practice or conduct of a utility and/or its employees. Also includes contacts expressing dissatisfaction with an action, practice or conduct of the Public Service Commission or entities which the public considers to be similar to regulated utilities, such as cable television, sewer, electric coops, cellular phones and Internet service providers. Complaints may or may not conclude with a determination of error or administrative rule/statute violation on the part of the company.
- **Inquiry:** A contact from a consumer or utility to solicit or verify information regarding utility or PSC service, practices, rules, administrative rules, statutes, etc. If, after being

given the information, a consumer expresses disagreement or dissatisfaction, the contact should be coded as a complaint.

- **Opinion:** A consumer contact with the PSC to voice views on a particular pending issue or condition, such as a pending rate case, proposed rules, a proposed service offering, proposed mergers, etc. If after the Commission, or another body, has made a decision on an issue, we get contacts expressing dissatisfaction with the decision, the contact is recorded as a complaint.

The consumer contact reporting system requires staff, for each informal complaint closed, to make a determination as to whether or not the substance of the complaint was justified. Realizing that this may often be a subjective decision, staff use the following definitions when making their determinations:

- **Complaint was justified:** This code is used if the substance of the complaint is found to be generally valid. This will always be the case if it is determined that a law or PSC Administrative Rule was violated, and the violation relates directly to the substance of the complaint. Even if there is not a law or rule violation directly related to the substance of the complaint, there may be a procedural violation. For example, the utility may not respond to a Commission complaint within 10 business days. In this case the violation is recorded, but the complaint is not recorded as justified.

A complaint can be valid even if there is not a violation of a rule or statute. For example, the utility may have incorrectly applied a tariff provision, the utility may have made an error in posting a bill payment, or may have failed to make a referral to a customer assistance program (such as EIP) when warranted.

- **Complaint was not justified:** This code is used if the substance of the complaint is not found to be valid, i.e. the utility was not at fault and met PSC expectations in working with the customer.
- **Complaint was partially justified:** This code is used if it cannot be determined that the complaint was completely valid or justified, but that the utility could have taken actions to avoid the complaint. For example, no rule or statute was violated but better customer education or a better explanation to the customer was warranted.
- **Undecided – not enough information:** This code is used if there is not enough information to make a reasonable determination as to the validity of the complaint. Staff are encouraged to make a determination whenever possible – use of the code should be minimal.
- **Not applicable:** This code is used whenever recording an initial staff determination regarding the contact is not applicable, for example, when the consumer contact is recorded as an inquiry or opinion – not a complaint.

## First Half Report

### Consumer Contacts Decrease

The number of 2002 first half consumer contacts to the Commission decreased by 1400 from the first half of 2001. There were 4,892 contacts.

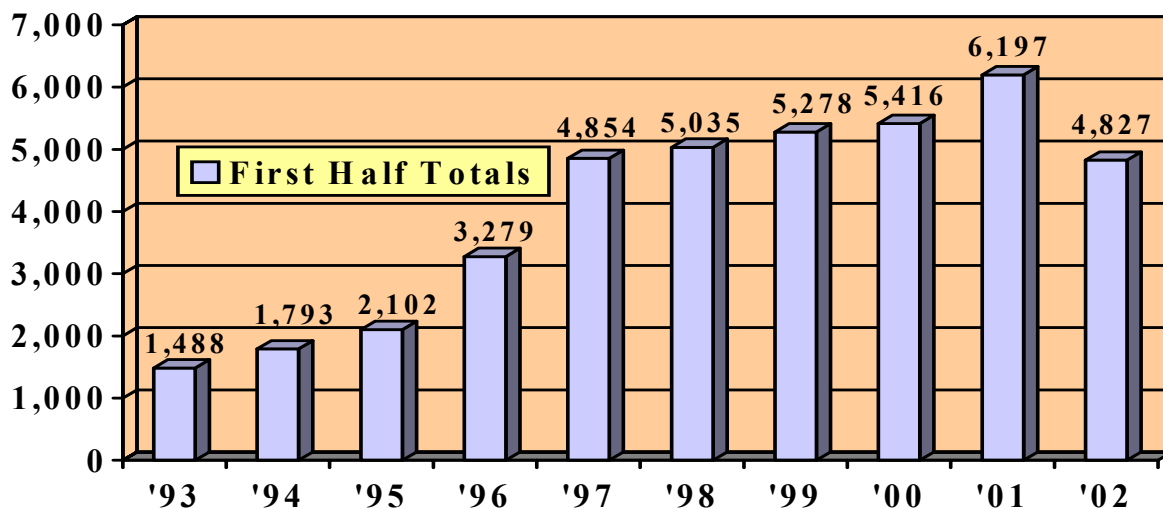
Contacts –First Half	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	2002 Total	Change From Last Year
Complaints	2,186	2,641	4,827	-1,370
Inquiries	13	14	27	-17
Opinions	21	17	38	-13
Total	2,220	2,672	4,892	-1,400

- Note: Statistics may be different from past reports because records are corrected when recording errors are discovered after a prior report date.

### Complaints Decrease

The PSC received 4,827 consumer complaints during the first half of 2002. The 4,827 complaints recorded represents a decrease of 1,370 from the record level of 6,197 set in the first half of last year. The first half complaints were a 13.4 percent decrease from the 5,577 received in the last half of 2001 and a 22.1 percent decrease from the 6,197 received in the first half last year. The first half totals have decreased for the first time since 1993 (see graph below). Slightly more than 33 percent of all complaints closed were found by Commission staff to have some validity.

If we use the first half totals to project, 9,654 complaints will be taken in 2002. In 2001 we received 11,773 complaints.



## Complaint Validity

Readers should note that following Commission staff investigation of complaints utilities were found to be meeting Commission expectations in 66.4 percent of the cases.

The statistics for the first half were:

Informal Staff Determination	1 <sup>st</sup> Half 2002	
	#	%
Justified	1109	26.1
Partially Justified	312	7.3
Not Justified	2256	53.1
Undecided-Not Enough Information	384	9.0
Not Applicable	184	4.3
Total Closed	4,245	

Note: This data is for first half complaints closed as of July 1, 2002.

Combining the totals for justified and partially justified complaints indicates that utilities were not meeting PSC expectations for working with customers in 33.4 percent of the complaints closed in the first half. This is a slight increase of 0.8 percentage points from the first half last year.

## Change by Industry

Compared to the first half of 2001, the number of complaints received decreased for all utility industry sectors: telecommunications, natural gas, electric, and water.

Natural gas complaints decreased significantly from the number of complaints in the first half of 2001, going from 765 to 561, a 26.6 percent decrease. The decrease of 204 gas complaints was 14.6 percent of the total decrease in complaints. Complaints decreased for all of the major natural gas utilities in the state, except We Energies<sup>1</sup>. We Energies complaints regarding natural gas service increased by 264 (+167 percent).

The decrease in gas complaints was a direct result of a return to more typical heating bills from the extremely high natural gas bills experienced by utility customers during the winter of 2000-2001. The increase during that time period was caused by unprecedented high gas commodity prices, coupled with lower temperatures than those experienced the previous few years. The increased complaints regarding budget billing and the effect of estimated billing as a result of not obtaining an actual meter reading associated with the winter of 2000-2001 have also subsided.

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<sup>1</sup> Wisconsin Electric Power Company and Wisconsin Gas Company have merged operations since the first half of 2001. As a result, gas complaints will now be attributed to Wisconsin Electric Power Company (We Energies) for both utilities.

Electric complaints decreased by 196 (-18.5 percent). Bill payment and disconnection related complaints were lower than for the same period last year. We Energies' electric complaints decreased by 137 from the first half of last year.

Water complaints went from 122 in 2001 to 87 in 2002, a 28.6 percent decrease. Most water complaints involve metering and usage disputes. Water rates for all utilities increase an average of 7 percent per year. The decrease in water complaints can be attributed to a variety of factors, including a reduction in complaints related to rate design specifically and billing procedures in general.

## **Telecommunications**

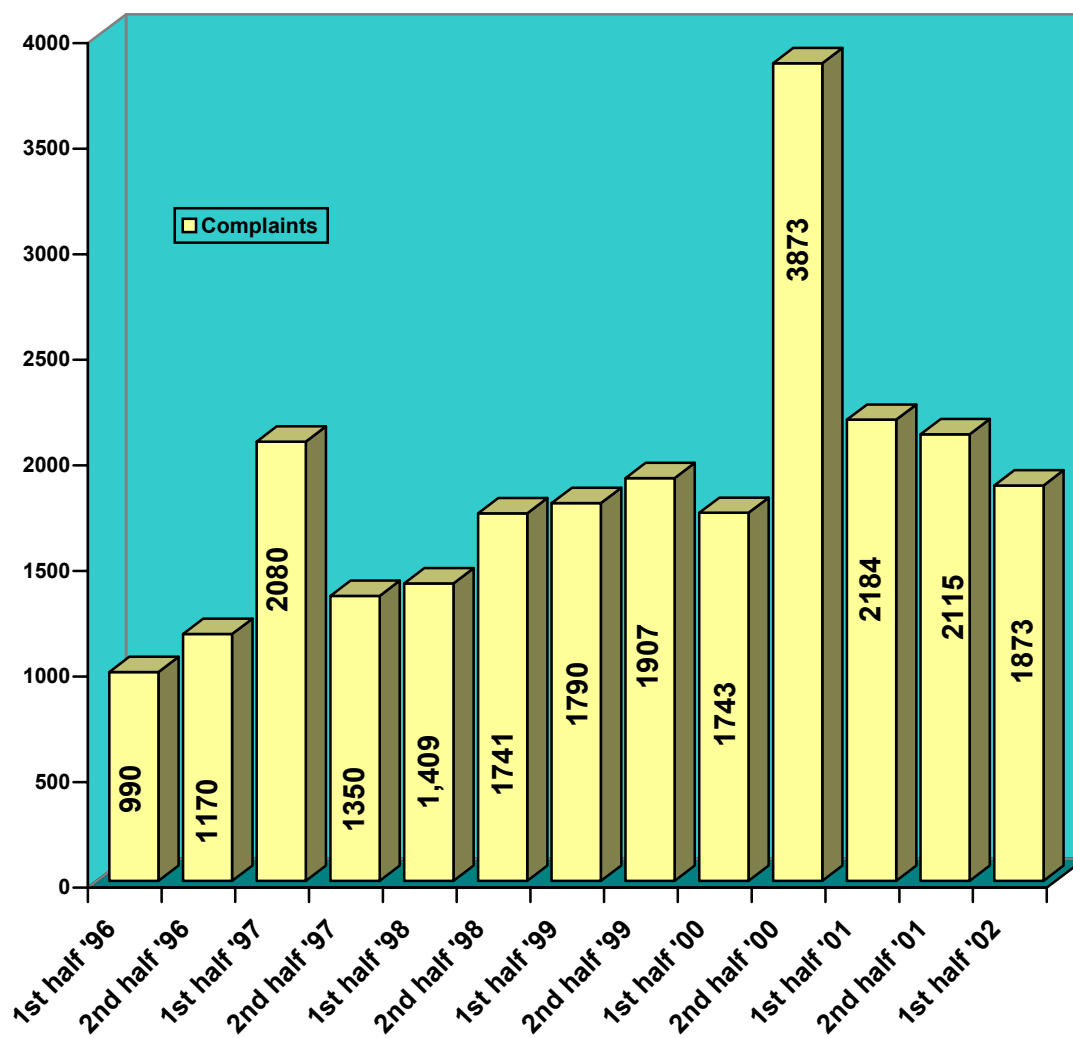
We received 3,287 telecommunications complaints the first half, which is 68 percent of the total complaints taken. This is virtually the same as the percentage of total complaints for the first half of 2001. Telecommunications complaints amounted to 73.7 percent of the total complaints during the second half of 2001. Complaints against telecommunications providers decreased by 824 (20 percent) over the last half of 2001, and decreased by 931 (22 percent) from the first half of 2001.

The decrease in telecommunications complaints from the last half of 2001 is largely explained by decreases of 396 for billing and credit issues and 394 in service-related causes. There were 1,873 Ameritech complaints this half, 56.9 percent of the total telephone complaints. This is an 11.6 percent decrease from the 2,119 complaints filed against the company during the last half of 2001, and a 14.4 percent decrease from the 2,189 complaints in the first half of last year.

The decrease in Ameritech complaints can be attributed to a variety of factors. Complaint statistics for this half indicate the most noticeable improvement is in the broad category of Quality of Service. This category includes: outage/loss of service; repair; employee attitude/rudeness; and access to customer service. Outage and repair complaints decreased from 235 and 177 respectively in the first and second halves of 2001, to 115 in the first half of 2002. Complaints in the categories of employee attitude/rudeness and access to customer service decreased from 61 in both halves of 2001 to 49 in the first half of 2002. Ameritech complaints also decreased in the categories of Billing Procedures and Obtaining Service. The broad category of Billing Procedures includes the category of Deferred Payment Agreements. Ameritech's complaints decreased by approximately 60 percent in this category from both the first and second halves of 2001.

The majority of the 3,287 telecommunications complaints this half were related to billing and credit issues. There were 2,207 such complaints (67.14 percent), centered primarily on the accuracy of bills (766 complaints). However, the 766 complaints received in this category represents a decrease of 219 from the last half of 2001 (-22 percent). Other decreases in the billing and credit category were billing procedure complaints (-71) and complaints related to rates and tariffs (-105). There was also a decrease in the category of obtaining service (-168).

The following graph shows the trend for Ameritech.



Complaints regarding seven companies – Ameritech (1873), AT&T (218), CenturyTel (210), McLeodUSA (202), MCI (143), TDS Metrocom (130), and Verizon (99) – comprise 87.5 percent of the telecommunications complaints.

AT&T complaints decreased significantly from last year with 388 fewer complaints, a 64 percent decrease. Decreases were seen in complaints across the board in nearly all categories, with the most significant decreases related to accuracy of bills, billing procedures, obtaining service, and quality of service. The reduction in complaints can also be attributed to a Consumer Affairs management decision to cease handling complaints against inter exchange carriers unless the charge is billed through the local exchange company. MCI Worldcom complaints decreased by 80 (-35.9 percent), even though MCI Worldcom began to offer local service in Wisconsin during the first half of 2002. Thirty-seven of the complaints recorded against MCI are in regard to local service.

CenturyTel complaints decreased by 56 (21 percent) from the first half last year. Decreases were found in complaint categories regarding accuracy of bills, billing procedures, rates and tariffs, and obtaining service. Commission staff met with CenturyTel late last fall in an attempt to reduce complaints filed at the Commission. It appears this discussion has been beneficial.

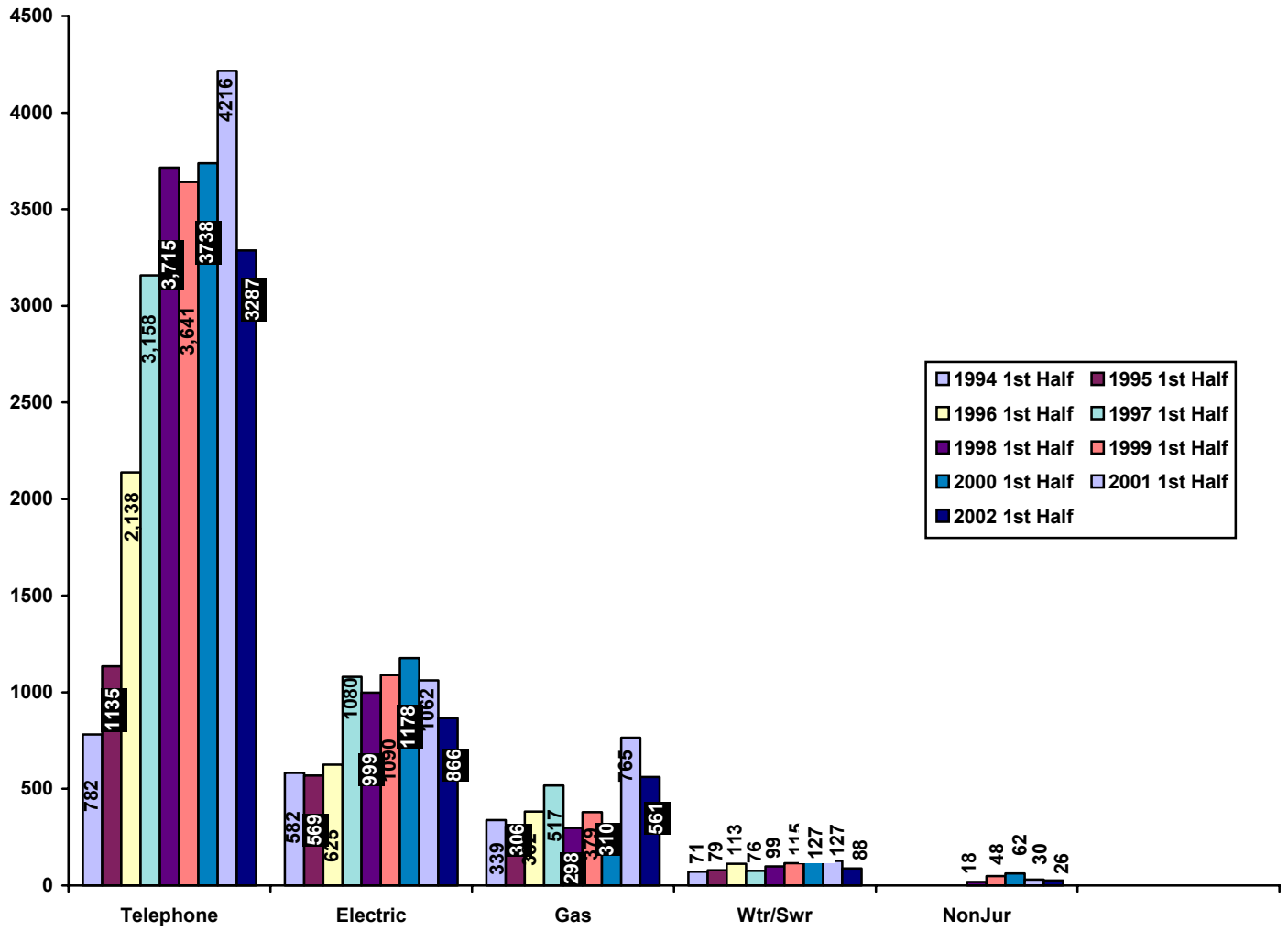
McLeodUSA (McLeod) complaints rose to 202 in this half. This is 101 more complaints (+100 percent) than were received in the first half of 2001. In the second half of 2001, McLeod experienced 181 complaints.<sup>2</sup> Among the trends identified by staff were problems with customers being billed for services they attempted to cancel, customers who were billed for services that were never provided, and customers who appear to have been unjustly assessed contract termination charges.

TDS Metrocom, however, saw a decrease of 11 complaints (-7.8 percent) from the first half of 2001, and a decrease of 143 complaints (-52.4 percent) from the second half of 2001. This is worth noting because during the same time period, TDS Metrocom's customer base (or number of access lines) has increased.

This graph shows first half trends by industry:

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<sup>2</sup> This information was contained in a staff analysis undertaken by Consumer Analyst Kathleen Bakke.





## Complaints by Category

The following table shows complaints by the broad areas of billing and credit, service, provider to provider issues and other. There are also subcategories of billing and credit and service. A table attached to the report shows quarterly and year-to-date totals for the complaint categories by utility type.

<b>Billing and Credit</b>	<b>2002 1st Half</b>	<b>2001 1st Half</b>	<b>% Change</b>
Accuracy of Bills	941	1,282	-27
Billing Procedures	575	807	-29
Disconnection and Other Terminations	1,713	1,708	+0.3
Rates and Tariffs	166	466	-64
Other Billing and Credit	193	164	+18
<b>Total Billing and Credit</b>	<b>3,588</b>	<b>4,427</b>	<b>-19</b>
<b>Service</b>			
Obtaining Service	443	581	-24
Quality of Service	329	556	-41
Technical/Equipment Related Service Issues	8	13	-38
Customer Assistance/Pilot Programs	56	57	-1
Damage/Safety/Facility Location	33	45	-27
Other Utility Service Related Issues	169	226	-25
<b>Total Service</b>	<b>1,038</b>	<b>1,478</b>	<b>-30</b>
<b>Provider to Provider Issues</b>	<b>16</b>	<b>22</b>	<b>-27</b>
<b>Other</b>	<b>185</b>	<b>270</b>	<b>-31</b>
<b>Grand Totals</b>	<b>4,827</b>	<b>6,197</b>	<b>-22</b>

Definitions of the complaint categories are available upon request.

Billing and credit complaints decreased by 839 from the first half last year, a decrease of 19 percent. Billing complaints were 74 percent of the total complaints taken for the period. Complaint categories including accuracy of bills, billing procedures, and rates and tariffs all experienced decreases, while categories such as disconnection and other terminations, as well as “other” billing and credit, increased slightly. The largest decrease was in the rates and tariffs category (a decrease of 64 percent). The decreases in the billing and credit category can be attributed in part to the return of natural gas costs to historical levels.<sup>3</sup> However, the most improvement in this category can be traced to significant complaint reductions in the telecommunications sector. There was a nearly 50 percent reduction in complaints regarding high rates and an 85 percent reduction in complaints related to minimum bill/customer charge. There was also over a 100 percent reduction in the complaints received regarding charges for

<sup>3</sup> The natural gas market has been deregulated and the price of the commodity is now established at the wellhead by the producer. Depending upon market conditions, the cost of natural gas can be volatile. Natural gas costs began to climb during June 2000 and spiked during the winter heating season of 2000-2001. This unforeseen phenomenon led to an escalation of bill paying problems, while consumers’ disbelief that they could have used as much commodity as they did, led to increases in categories related to budget billing and accuracy of bills.

access to internet service providers. Hopefully this is an indication that consumers are becoming better educated on the need to be cautious when selecting a dial up access number, so the number does not cause them to incur toll or ECC charges.

As stated earlier, the accuracy of bills category also experienced significant improvement. The most significant reductions in this category are once again found in the telecommunications sector, where fewer customers filed complaints related to disputed amount of use (-19 percent), billing errors (-57 percent), or being charged the incorrect rate (-53 percent). This would indicate that telecommunications providers have made improvement in areas related to customer billing.

Service related complaints decreased by 30 percent from the first half last year. Nearly every category of service related complaints decreased. The reduction in service related complaints came primarily in the telecommunications sector, where there were decreases in outage/loss of service (-79), repair service (-63), and access to customer service (-44). The largest decrease was in the category of quality of service (-227).

The most prevalent types of complaints for the first half in each category are:

#### Billing and Credit

Accuracy of Bills -	Disputed amount of use (322), continued billing after cancellation (156), bill for service or feature not ordered (130), charged incorrect rate (108), other billing errors (99), and slamming (97).
Billing Procedures -	Responsible party for billing (173), deferred payment agreement (92), payment posting issues (64), backbilling (56), and pay per call billing (51).
Disconnection and Other Terminations -	Disconnection threat (1,155), and disconnected – nonpayment (421).
Rates & Tariffs -	High rate (86), per minute charges for ISP access (15), and other - rates and tariffs (14).

#### Service

Obtaining Service -	Customer change to provider of choice (160), initial service (126), and additional or changed service (75).
Quality of Service -	Outage/loss of service (123), repair service (114), and access to customer service (56).
Other Service -	Other – service related (68), directory listing / yellow pages (41), and data transfer capability (26).

Some notable decreases from the last half of 2001 were:

- Initial service (-201, 327 to 126)
- Disconnected – nonpayment (-104, 525 to 421)
- Outage/loss of service (-103, 226 to 123)
- Other billing errors (-90, 189 to 99)
- High rate (-69, 155 to 86)
- Disputed amount of use (-60, 382 to 322)
- Responsible party for billing (-58, 231 to 173)
- Repair service (-51, 165 to 114)
- Charged incorrect rate (-37, 145 to 108)
- Deferred payment agreement (-35, 127 to 92)
- Access to customer service (-33, 89 to 56)

Many complaints that fall under the same categories that experienced significant increases in 2001 have witnessed a reversal in that trend with decreases during the first half of 2002.

“Disputed amount of use” complaints decreased approximately 15 percent (-60) from the second half of 2001 to the first half of 2002. The reduction is primarily in the complaints filed by customers of telecommunication providers. There was a reduction of 21 complaints for Ameritech, and reductions of 27, 19, and 5 for AT&T, MCI and Sprint respectively. The decrease for the inter exchange carriers is probably due to the new policy of only handling complaints where the interexchange carrier’s charges are on the local bill.

“Disconnected for nonpayment” complaints decreased by 104. Much of the decrease in this category stems from the decision by We Energies to suspend service interruptions from April 24, 2002, through June 9, 2002, to allow the company to review and modify its internal practices related to collection and disconnection procedures.

Outage complaints decreased by 103. The reduction can be attributed to Ameritech (-36), TDS Metrocom (-36), CenturyTel (-7) and Verizon (-6).

Complaints in regard to obtaining service decreased from 327 in the last half of 2001 to 126 in this half. A reduction in the complaints filed against TDS Metrocom is the largest contributor to this decrease. During the last half of 2001, TDS Metrocom experienced 88 complaints in this category. During the first half of 2002 they had 17 complaints regarding initial service. Complaints against Ameritech also decreased in this category, with 123 in the last half of 2001 and 57 in the first half of 2002.

The disconnection threat category increased by 308 complaints, or 36 percent from the last half of 2001. However the 1155 complaints recorded was almost identical to the amount recorded in the first half of 2001 (1149). While disconnection threat complaints recorded against telecommunication providers remained almost the same during both halves of 2001 and the first half of 2002, disconnection threats by energy utilities decreased 47 percent in the last half of 2001. In 2002, complaints in this category increased again with 609 complaints recorded. This amount is 104 percent higher than those recorded in the last half of 2001, but only 7.5 percent higher than the amount recorded in the first half of 2001. An explanation for the decrease in the

last half of 2001 may be that We Energies was not disconnecting service for a period of time when they combined their operations with Wisconsin Gas Company.

## **Slamming**

Slamming complaints have stabilized at a lower level, with 97 complaints in the first half of 2002. This is the lowest half-year total since 1995. New FCC Rules concerning slamming and stepped-up FCC enforcement actions seem to be having an effect. The new slamming rules, which took effect in April 1999, no longer allow the “Welcome Package” method of verification of a switch in long distance providers and under certain circumstances absolve customers from payment of the bill for the first 30 days of slammed service. In addition, slamming complaints in Wisconsin are now being referred to the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) as the result of a memorandum of understanding entered into by the agencies on March 1, 2002. As a result, slamming complaints are now referred to DATCP unless they involve the slamming of local service or threaten service because they are billed on the local bill.

## **Cramming**

The number of complaints regarding unauthorized adding of charges to the phone bill – known as “cramming” – has increased slightly from the last half of 2001 (+7, 123 to 130), but has decreased by 31 from the first half of 2001. The 130 complaints recorded are another indication that these complaints have stabilized at a lower level. A factor in the decrease may be increased efforts by local exchange companies to combat cramming. An example of these efforts is canceling billing agreements with third party service providers which have large numbers of complaints. In addition, Ameritech and other local exchange companies now use a revised billing format which allows customers to more easily spot unauthorized charges. The Commission has also expended a great deal of resources toward educating telecommunications customers about issues such as cramming and slamming. This educational outreach effort appears to have succeeded.

## Complaints for Major Utilities

This section includes two tables. The first table provides information on the number of complaints received for the first two quarters and the first six months total for each of the major utilities in each industry. The second table gives first half information on the number of complaints per thousand customers (or access lines for telecommunication local exchange carriers). Customer/access line information is not available for the interexchange carriers. The information on customers/access lines comes from the annual reports which utilities file with the PSC. For comparison purposes, first half statistics for 2001 are also included.

Some observations from the total complaints table:

- Ameritech complaints decreased by 316 (-14.4 percent) from the first half last year. Significant improvement in the service related complaint categories was the reason for the decrease in complaints from the first half last year. Complaints of this nature represent 75.2 percent of the total decrease in Ameritech complaints. Obtaining service complaints and quality of service complaints saw decreases of 57 (-23.6 percent) and 135 (-45 percent) respectively. Billing procedures complaints also fell by 75 (-28.3 percent).
- Verizon complaints decreased by 29 (-22.6 percent). Once again Verizon complaints decreased in nearly all categories. It should be noted that Verizon sold several exchanges to CenturyTel in 2000, but their service territory has remained the same since that time.
- CenturyTel complaints decreased by 21 (-9.1 percent). Billing and credit complaints decreased by 26 (-13.6 percent) and service related complaints decreased by 31 (-43.6 percent). Complaint statistics would lead an observer to the conclusion that CenturyTel has recovered from the growing pains associated with the purchase of several Verizon exchanges during the year 2000 time period.
- AT&T complaints decreased significantly, with 388 fewer complaints (-64 percent). AT&T improved in almost all complaint categories. The most dramatic decreases were in the billing and credit category (-318). One particular component of this category, accuracy of bills, fell by 197 (-65.6 percent). Service related complaints also decreased by 53 (-61 percent).
- MCI complaints decreased by 80 (-35.9 percent), even though MCI began to offer local service late in the first quarter of this year.
- Sprint complaints decreased slightly, from 45 in the first half of 2001 to 38 in the first half of 2002 (-15.5 percent).
- We Energies complaints increased by 127 (+15 percent). However, if you compare the 2002 complaints to the complaints filed in 2001 for both Wisconsin Electric Power Company (WEPCO) and Wisconsin Gas Company (WGC), there is actually a decrease of 215 (-18 percent).
- Wisconsin Public Service Corporation complaints decreased by 21 (-18.4 percent). This is largely attributable to a decrease of 17 complaints within the billing and credit categories.

- Northern States Power complaints declined slightly, from 64 in the first half of 2001 to 61 this half. At the same time, Madison Gas and Electric complaints increased by 13 (+28.8 percent).
- Alliant Energy complaints decreased significantly, from 297 in the first half of 2001 to 182 this half (-38.7 percent).
- Superior Water, Light and Power complaints decreased by 50 percent this half when compared to the same period last year, from 28 in 2001 to 14 in 2002.
- Milwaukee Water Works complaints increased by 1 this half from the first half of 2001.

Some observations from the “complaints per thousand customers” table:

- Ameritech, Verizon, and CenturyTel complaint rates all decreased. Unlike during the first half of 2001, Ameritech’s complaint rate is no longer above one complaint per thousand customers.
- The natural gas related complaint rate decreased for Wisconsin Public Service Corporation, Alliant, Northern States Power, and increased marginally for Madison Gas and Electric. In the first half of 2001, the natural gas complaint rates per thousand customers for Wisconsin Gas Company and Wisconsin Electric Power Company were 0.63 and 0.39 respectively. Now that the operations of these two utilities have been merged, the natural gas complaint rate for the surviving utility, We Energies, is 0.44.
- The electric complaint rate decreased for Wisconsin Electric Power Company, Alliant, and Wisconsin Public Service Corporation, while it increased for Northern States Power Company and Madison Gas and Electric .
- Wisconsin Public Service Corporation (0.13) and Northern States Power Company (0.17) have the lowest average complaint rate for gas and electric complaints.
- Wisconsin Electric Power Company (0.49) and Superior Water, Light and Power Company (0.42) have the highest average complaint rates for gas and electric complaints.
- There were higher complaint rates for electric utility customers than for natural gas utility customers. This marks a return to what has been historical experience prior to the first half of 2001, when the complaint rates for natural gas customers were higher than those experienced by electric customers.

## Complaints by Major Utilities – 2002

	<u>1<sup>st</sup> Quarter</u>	<u>2<sup>nd</sup> Quarter</u>	<u>1<sup>st</sup> Half '02</u>	<u>1<sup>st</sup> Half '01</u>
<b>Telecommunications</b>				
<u>Local Exchange Carriers</u>				
Ameritech	1,077	796	1,873	2189
Verizon	61	38	99	128
CenturyTel	118	92	210	231
<u>Interexchange Carriers</u>				
AT&T	144	74	218	606
MCI	64	79	143	223
Sprint	24	14	38	45
<b>Energy Utilities</b>				
<u>Gas and Electric</u>				
We Energies <sup>4</sup>	188	786	974	847
Wisconsin Public Service Corp. <sup>5</sup>	23	70	93	114
Northern States Power	23	38	61	64
Madison Gas & Electric	14	44	58	45
<u>Gas, Electric &amp; Water</u>				
Alliant	48	134	182	297
Superior Water, Light & Power	7	7	14	28
<b>Water Utilities</b>				
Milwaukee Water	11	18	29	28

<sup>4</sup> Wisconsin Gas Company customer and complaint information is now accounted for under We Energies.

<sup>5</sup> Wisconsin Fuel and Light Company customer and complaint information is now accounted for under Wisconsin Public Service Corporation.

## Complaints Per 1,000 Customers/Access Lines First Half 2002

	<u>Access Lines<sup>6</sup></u>	<u>Total Complaints</u>	<u>Per 1,000</u> <u>2002</u>	<u>2001</u>
<u>Telecommunications</u>				
Ameritech	2,004,374	1,873	0.93	1.01
Verizon	409,880	99	0.24	0.31
CenturyTel	492,207	210	0.43	0.47
<u>Energy Utilities</u>				
<u>Natural Gas</u>				
	<u>Customers<sup>7</sup></u>	<u>Total Complaints</u>	<u>Per 1,000</u>	
WE Energies <sup>8</sup> :	964, 950	422	0.44	
WGC	554,143			0.63
WEPCO	410,807			0.39
WPSC <sup>9</sup>	325,011	41	0.12	0.20
Alliant	159,102	55	0.34	0.81
MG&E	122,746	22	0.18	0.17
NSP	88,512	11	0.12	0.22
SWL&P <sup>10</sup>	11,653	5	0.34	N/A
<u>Electric</u>				
WEPCO	1,035,127	552	0.53	0.70
Alliant	422,198	125	0.30	0.41
WPSC	388,733	53	0.14	0.17
NSP	228,575	50	0.22	0.20
MG&E	127,445	36	0.28	0.20
SWL&P <sup>10</sup>	14,292	7	0.49	
<u>Water</u>				
Milwaukee Water	160,518	29	0.18	0.17

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cc: Jim Malone  
Annemarie Newman

<sup>6</sup> The most recent data is from 2001 annual reports.

<sup>7</sup> Customer data is from 2001 annual reports.

<sup>8</sup> We Energies now accounts for both former Wisconsin Electric natural gas customers, and former Wisconsin Gas Company natural gas customers.

<sup>9</sup> Wisconsin Public Service Corporation now accounts for former Wisconsin Fuel and Light natural gas customers within its customer and complaint count.

<sup>10</sup> Customer data for Superior Water Light and Power was filed confidentially in 2001 but is now filed publicly.



**ATTACHMENT**

**2002 QUARTERLY COMPLAINT COUNT BY UTILITY TYPE**

	<b>TELE</b>	<b>ELEC</b>	<b>GAS</b>	<b>WATER/SEWER</b>	<b>NON-JUR</b>
Billing and Credit	1,238	176	107	36	3
Service	474	23	9	3	1
Provider to Provider	8	0	0	0	0
Other	94	4	2	0	9
<b>1<sup>st</sup> Quarter Total</b>	<b>1,814</b>	<b>203</b>	<b>118</b>	<b>39</b>	<b>13</b>
	<b>TELE</b>	<b>ELEC</b>	<b>GAS</b>	<b>WATER/SEWER</b>	<b>NON-JUR</b>
Billing and Credit	969	597	413	45	4
Service	437	60	29	3	0
Provider to Provider	7	0	0	0	1
Other	60	6	1	0	8
<b>2<sup>nd</sup> Quarter Total</b>	<b>1,473</b>	<b>663</b>	<b>443</b>	<b>48</b>	<b>13</b>
<b>YTD Total</b>	<b>3,287</b>	<b>866</b>	<b>561</b>	<b>87</b>	<b>26</b>